

Springhill Hospice

Broad Lane
Rochdale
OL16 4PZ
01706 649920

www.springhill.org.uk

Complaints – if you have a problem or complaint, please contact Nazma Ahmad, Community Service Manager, at nazma.ahmad@nhs.net or call 01706 752360.

**Incorporated as a Company Limited by Guarantee No 2325905
Registered Charity No 701798**

Advocacy Together Hub Rochdale provide support to people in the Heywood, Middleton and Rochdale area in making complaints under the NHS Complaints Procedure. This is a free and confidential service which allows patients to contact Advocacy Together Hub Rochdale.

If you require any additional support in communicating with the Hospice about the care you have received, you may have the right to an independent advocate.

For more information, please contact:

Advocacy Together Hub Rochdale
144 Drake Street
Rochdale
OL16 1PS
01706 641389
Email: rochdaleadvocacy@together-uk.org
Website: www.together-uk.org

Hospice at Home

 **Springhill
Hospice**
Making every moment count



Information leaflet for patients and their loved ones

THE HOSPICE AT HOME SERVICE

Our Nursing Team consists of experienced Hospice Nurses that visit patients who are in their last days of life; providing a flexible and responsive nursing service in the patient's own home, between the hours of 8am and 9pm. The Hospice at Home service is designed to work alongside, and in addition to, the current services provided by the District Nurse Team, Home Care providers and visits from the patient's Specialist Palliative Care Nurse. The main aim of the Hospice at Home service is to provide patients and their loved ones with the appropriate level of additional care required, to ensure the patient has the support they need to remain in their own home, and to prevent any unnecessary admissions to hospital.

HOSPICE AT HOME DAY VISITS

The Hospice at Home Team are available between the hours of 8am and 9pm. The team will visit patients and their loved ones and provide patient care and support according to the needs of the individual. The timing, length and frequency of visits during the day is flexible and is determined by the individual patient's requirements and this, in turn, enables District Nurses and Specialist Palliative Care Nurses to plan their visits, knowing their patients have an extra level of support. When a patient is admitted into the Hospice at Home service, loved ones will have access to the team delivering care by calling the Hospice at Home mobile number on 07875 379486.

HOSPICE AT HOME NIGHT SITTING SERVICE

The night sitting services are staffed by experienced Nursing Assistants who deliver nursing care to the patient, where appropriate, and have access to the Springhill Hospice 24 Hour Advice Line and the District Nursing night service, where needed. The night sitting service is designed to enable loved ones to take a break from their caring duties and get a good night's sleep, in the knowledge that the patient is being closely monitored and cared for.

HOW TO CONTACT THE HOSPICE AT HOME TEAM

When a patient is admitted into the Hospice at Home service, loved ones will have access to the team delivering care between the hours of 8am to 9pm by calling **07875 379486**.

The team are available for visits until 8pm and will be able to provide advice and support until 9pm.

Outside of these hours, advice and support can be obtained from the Hospice Nursing Team on the following numbers:

01706 649920 Springhill Hospice – ask to speak to a Nurse on the ward

01706 653555 Springhill Hospice 24 Hour Advice Line

0161 763 8525 Access to District Nurses - quote **SWAN CALL**